

2018

UNIT – II

M. Com.

1st Semester Examination

ORGANISATIONAL THEORY AND BEHAVIOUR

PAPER – COM – 101

Full Marks : 50

Time : 2 Hours

The figures in the right-hand margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

UNIT – I

1. Answer any two questions. 2 X 2

- (a) Define business ethics.
- (b) Mention four general skills of a leader.
- (c) What is decentralization?
- (d) Describe any two factors that affect the span of control.

2. Answer any two questions: 2 X 4

- a) Distinguish between Management and Leadership.
- b) State briefly the importance of MBO.
- c) Explain the planning premises.
- d) Discuss the importance of information in decision making.

3. Answer any one question: 1 X 8

- a) Describe the Decision Making Process.
- b) Discuss Fielders Leadership Contingency Model.

(Turn Over)

4. Answer any two questions: 2 X 2

- a) What is Organizational Behavior?
- b) What are Group Norms?
- c) What is modern approach to conflict?
- d) Mention two factors that shape organizational culture.

5. Answer any two questions: 2 X 4

- a) Explain the classical conditioning theory of learning.
- b) Explain the factors that affect the perceptions of individuals.
- c) Give the causes of stress at work place.
- d) Give the different ways to improve Group Cohesiveness'.

6. Answer any one question: 1 X 8

- a) What do you understand by task group and friendship group?
Give five step model of group formation. 3+5
- b) Explain the various types of organization conflict.

(Internal Assessment :10 marks)